



MEDIA RELEASE

STATE OF TENNESSEE
DEPARTMENT OF COMMERCE AND INSURANCE

FOR IMMEDIATE RELEASE
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SCAM ALERT FOR TENNCARE ENROLLEES

NASHVILLE, Tenn. -- The TennCare Bureau along with the Tennessee Departments of Commerce and Insurance and Human Services today issued a warning of a scam related to the planned disenrollment of TennCare enrollees.

State officials have received reports that residents in the Upper Cumberland area of the state have been called by individuals posing as TennCare officials. The caller states that they can help TennCare enrollees save their TennCare benefits, then asks to set up an in-home appointment.

The TennCare Bureau and the Department of Commerce and Insurance want to warn consumers that these scammers are not only trying to get personal information from enrollees, but they are also trying to collect money on these bogus scams.

"TennCare's primary way of communicating the changes to affected enrollees is through the mail. Even though some enrollees who may need special assistance will receive calls from our outreach workers, TennCare officials will never ask to come into an enrollee's home," TennCare Director J.D. Hickey said. "We want enrollees to be cautious and to call us directly if there are any doubts."

State officials offer these tips:

1. Enrollees who may be disenrolled should look for a packet that will arrive by mail from the TennCare Bureau later this month.
2. If the enrollee is a person with a mental illness, TennCare outreach staff will be calling them to help them through the process.
3. No one from the State will ask for a meeting in the enrollee's home.

"All enrollees need to be on the lookout for these suspicious calls," said Paula Flowers, Commissioner for the State of Tennessee Department of Commerce and Insurance. "The Consumer Insurance Services section of the Department of Commerce and Insurance should be called if an enrollee is contacted by any of these scam artists."

Anyone can report suspected TennCare fraud by calling 1-800-433-3982 toll-free from anywhere in Tennessee, log on to www.tennessee.gov/tenncare and follow the prompts that read "Report Fraud Now" or call the Consumer Insurance Services division in the Department of Commerce and Insurance is 1-800-342-4029.

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